

Telstra Fibre Internet provided by Axecom information

Telstra Fibre delivers high-speed Symmetrical Internet Fibre-to-the-Premises (FTTP). Axecom Partners bandwidth speeds are guaranteed to the network termination port.

The actual speeds you will achieve could vary due to many factors including but not limited to, type/source of content being downloaded, hardware and software configuration, your local network equipment used, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Your local network equipment, the performance of your local infrastructure and cabling are not limited to the source and destination of content accessed via the internet. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Axecom's Telstra Fibre plans provide unlimited data usage however, a fair use policy applies that is designed to protect the integrity of the carrier network. Examples of a fair usage breach would include but not limited to, reselling your fibre connection for either private or business needs, promote or threaten violence towards anyone, create a risk to the health or safety of any person, using your service in a way that interferes with or poses a risk to our network or other customer's services.

Telstra Fibre is only available to valid ABN holders located at a fully qualified address.

Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an On-Net Business Mega Fibre connection will depend on the service plan you are subscribed to.

There is no connection fee for this service if the connection is scheduled for installation during business hours. Should you require connection outside of business hours we will provide a quote.

All pricing on this Critical Information Summary is inclusive of GST

Telstra Fibre	Standard Access Class 1:20 CIR: PIR	Premium Access Class 1:1 CIR:PIR
Fibre 100	\$439.95	\$494.95
Minimum Contract Term Cost:	\$16,387.97	\$18,367.97
Fibre 200	\$494.95	\$549.95
Minimum Contract Term Cost:	\$18,367.97	\$20,347.97
Fibre 500	\$769.95	\$824.95
Minimum Contract Term Cost:	\$28,267.97	\$30,247.97
Fibre 1000	\$1044.95	\$1099.95
Minimum Contract Term Cost:	\$38,167.97	\$40,147.97

Contract Length & Early Termination

Telstra Fibre plans have a minimum contract term of 36 months.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply. The fee is based on the below:

Remaining months X Monthly Fee plan = Early Termination Fee payable to Axecom to release you from your contract and services associated with Axecom.

Inclusions

Your Internet Service includes:

- 1 x Public Static IP Address
- A Standard or Premium Access Class
- A Business or Business Plus Service Assurance SLA
- Unlimited Internet Usage with no peak or off peak restrictions
- No excess usage charges
- Off-Net Internet Access

Exclusions

- Services may not be resold and are private business use only
- Services may not be used for connection between Data Centres
- Off-Net only: Not available as an Axecom On-Net product

Access Class and SLA

- Access Class (Standard): This access class offers symmetrical transmission speeds. A CIR:PIR ratio of up to 1:20 may be experienced in peak times. Includes a Business Service Assurance SLA.
- Access Class (Premium): This access class offers symmetrical transmission speeds using a dedicated virtual local area network (VLAN) to carry the data traffic to Telstra's internet network, on a CIR:PIR ratio of 1:1. Includes a Business Plus Service Assurance SLA.

Other Fees

- Relocations within the same building within or outside of the minimum term are POA.
- Relocations to any other premises are not available due to carrier restrictions.
- Service speed changes attract a charge of \$400 each and can only be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Upgrades to higher speeds during the minimum term are available.
- Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal

Payment methods

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

To set up direct debit please call one of our friendly staff on 1300 81 67 67

Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

Description	Price inc.GST
Overdue invoice charge	\$21.95

Additional Information

Build Charges

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds.

If Axecom determine a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licensed technician), or non-contestable (the works can only be completed by the carrier's licensed technicians).

Connection Timeframes

Typical installations take between 9 and 25 business days, depending on the level of work required. Exact timeframes can vary due to and not limited to unforeseen issues with civil and onsite work, building management approval, siteaccess, and force majeure events.

Updates and timeframes will be provided to you throughout the progress of your order. Increased lead times may apply for non-standard installations

Ethernet Speeds

Actual speeds you will receive may vary due to a number of factors such as your access class, the network connecting the exchange, your equipment, software and internet traffic and fibre transmission overheads.

For Access Class (Premium): Whilst we classify these speeds as being guaranteed to the Network Terminating Device (NTD), the above factors must be considered.

Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. Please check with Axecom for the latest pricing.

Customer Service details



You can contact us
Monday-Friday 8am-6pm AEST on
1300 81 67 67



Support request can also be emailed to:
customercare@axecom.com.au

Complaint resolution

If you wish to make a complaint please contact us using the details published on our website www.axecom.com.au/support and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058